

Lakeland Care District

Enriching members' lives by honoring their values through high quality, cost effective long-term care.

OFFICE SUPERVISOR – EAST OFFICE (MANITOWOC)

The Lakeland Care District (www.lakelandcaredistrict.org), a regional long term care district delivering services to the elderly and adults with disabilities in Fond du Lac, Manitowoc, and Winnebago Counties, seeks an experienced office supervisor for the East Office in Manitowoc.

Under the general supervision of the Finance Director, the Office Supervisor's responsibilities include, but are not limited to, the following:

- Supervises support clerks for the District's East Office; conducts performance evaluations and participates in disciplinary actions when necessary.
- Supervises the daily Business Office operations and support services including work flow, work assignments and scheduling coverage. If needed, coordinates office coverage with other District office supervisors.
- Supervises the data entry of information into the CMHC/Netsmart Systems, as well as any State systems; handles daily decisions and problem solving. Monitors data integrity by running reports or through audits.
- Trains and cross-trains support clerks in job duties and procedures.
- Works with vendors and maintenance contractors on office equipment, serves as liaison with purchasing manager for supply and inventory needs.
- Oversees support staff accepting member cost share payments, petty cash funds and/or other financial duties as delegated.
- Performs primary enrollment reconciliation tasks, including downloading Forward Health reports on pending and final enrollments and determining discrepancies with local systems; researches and determines appropriate changes; initiates and monitors corrections in order to safeguard member eligibility for family care programs.
- Oversees and maintains functional screen tickler data and alerts.
- Responsible for records and media maintenance including storage, purging and record destruction according to District and state/federal policies. Ensures that support and reception offices follow privacy and confidentiality policies.
- Responsible for records releases per Release of Information policies and procedures and tracking ROI requests as delegated to support clerks.
- Oversees the authorization and re-authorization processing done by support staff, including handling staff and provider communications and problem-solving.

Requires knowledge of the principles and practices of effective office administration. Must have the ability to plan, assign, organize and supervise the work of others, train employees, provide technical assistance, make recommendations regarding departmental operations, and interact effectively with other managers and subordinates. Must possess considerable knowledge in automated systems and software including MS Office Suite products, Netsmart/CMHC Systems and spreadsheet applications. A bachelor's degree in business management and three or more years of experience in office management and staff supervision is desired.

The position is accompanied by an excellent benefit package including participation in the Wisconsin Retirement System; health, dental, life and disability insurance; 11 paid holidays; Paid Time Off (PTO) days; and voluntary vision and life insurance. For immediate consideration, send introduction letter, resume and salary expectations to:

Lakeland Care District
Attn.: H.R. Generalist
N6654 Rolling Meadows Dr
Fond du Lac, WI 54937

Or fax: 920-906-5859

Or e-mail: whitney.stanek@lakelandcaredistrict.org

Lakeland Care District is an EEO/AA Employer